

The elements of a Positive No are:

Yes! – Identify and articulate the interests, needs and values to which you are saying “Yes!”

No. – Prepare to deliver in a manner that respects your Yes! and respects the person being told “No.”

Yes? – Extend the possibility of finding other ways to work together with a “Yes?” to the relationship.

What is your reaction to your current situation? Why?

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Which of your interests, needs and values are impacted here:

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What solution meets all these? What are you trying to accomplish?

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What is the alternative plan, if the other person does not accept your position?

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How do you think the other person is going to respond? What will you do?

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What are the other person’s interests, needs, and values?

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How will I deliver my message? What will I say?

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What can the other person and I do together that meets both of our interests, needs and values?

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What happens if the other person rejects my offer to work together?

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